



City of Boston  
Employee Assistance Program  
**FrontLine Employee**  
[www.cityofboston.gov/EAP](http://www.cityofboston.gov/EAP)

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## How to Say “No” without Saying “No”

**E**very resource on time management and productivity discusses having the ability to say no. This assertiveness helps prevent distractions, saves personal energy, reduces stress, and reduces the risk of feeling overwhelmed. If saying no is a struggle for you, here are four other ways to do it: 1) Let others know in advance that you will be busy during a certain time or defined period. 2) Ask whether a certain task can be postponed. 3) Recommend another source of help or person with better capability, more desire, or the ability to produce the preferred outcome for your requestor. 4) Postpone your commitment to saying yes or no to a future date.

## How to Prevent a Decline in Well-Being in Later Years

**P**ersonal well-being naturally declines in the senior years, but new research demonstrates that you can beat it back and slow it down. The key is remaining socially oriented and involved by leading a socially active life and prioritizing social goals. These behaviors are directly associated with better late-life well-being, less pronounced late-life decline, and a later onset of terminal decline. Research shows the opposite is also true (good research tries to show the inverse relationship): avoiding social prioritizing and not placing a high value on social engagement means a steeper and rapid decline in well-being.

Source: [www.apa.org](http://www.apa.org) [search: active social life]

## How Attitude and Exercise Connect

**N**otice how your mood improves and personal energy increases after exercise. Also notice how proactive you feel in making decisions. Lack of exercise and sluggishness can inhibit motivation to take action on projects important to you. They can inhibit creativity, reduce productivity, and lessen your desire to resolve work problems. Once you see and feel this “exercise—attitude” connection, and observe yourself getting more done, your desire to exercise regularly may dramatically increase. Getting fit takes time, but the emotional effects of exercise can often be spotted almost immediately. Discover them today.

## Protect Your Eyes at Work

**I**f you have both eyes, you may not give much thought to the risk of losing your eyesight from an accident. Loss of vision is more likely to come from an accident at home or work. Sixty percent of eye injuries at work would be eliminated if eye protection were used properly. If your job puts your eyesight at risk, be sure you’re not using faulty or improperly fitted safety glasses with missing straps, scratched-up lenses, and broken parts. Ignoring faulty equipment can lead to its not being used at all. These associated problems also account for a significant percentage of eye injuries.

[www.osha.gov](http://www.osha.gov) [search “eye protection”]

# Writing Your Life Plan

**A**ny business will have a better chance of success with a business plan. Should you have a “life plan” for the same reason? A life plan can help you achieve clarity about what you want and make it more likely you’ll achieve the things you desire. And as with a business plan, you can change a life plan at any time. The real value in writing a life plan is taking time to focus and discover. This brings you to what you value most—the “non-negotiable” things you want in your life, such as living near family, owning a home, being near the ocean or mountains, having a spiritual life, or being a parent. These values represent your most precious core beliefs. Next come planning goals and objectives that sync with your values. These may include education, occupational pursuits, leisure, travel, recreational desires, marital plans, children, finance, and retirement goals. Grab a book on creating a life plan from the hundreds of choices you will find either online or offline in a nearby store. Taking the time to create the life you want will lead you to at least one goal almost everyone seeks—peace of mind.

# How to Survive Admitting a Mistake

**N**othing creates a feeling of vulnerability more than admitting to a big mistake at work. In one moment it can feel as though your integrity, job status, reputation, and self-esteem are hanging in the balance. Conquering this fear is not easy, but the payoffs can be significant in elevating your reputation for two reasons. The first is that everyone makes mistakes, and the second is that admitting a mistake creates anxiety and trepidation. Everyone fears admitting to a mistake, so those who do so are often elevated among their peers because they show confidence, strength, and fearlessness. Secondary benefits of admitting a mistake may include relief, empathy from others, closer relationships, forgiveness, and perhaps increased status as the go-to person because of your experience. So admitting a mistake can pay off well, but there is a time erosion factor for which you must be aware. The longer it takes to admit the mistake, and the more defensive you become, the less the payoff. Eventually being forced to admit to a mistake carries the least payoff.

# Stay Safe with Situational Awareness

**“S**ituational awareness” is a skill learned in professions in law enforcement and the military, or in activities like riding a bike.

When you are “situation aware,” you consciously pay attention to what is happening in your immediate vicinity in order to more quickly spot threats to your safety. This helps you respond sooner. Situational awareness can protect you from becoming a victim of a crime. Leaving your workplace alone at night or walking in an isolated parking lot are examples of where situational awareness may protect you from an attack or circumstances that may place you at greater risk. You can practice situational awareness almost anywhere. When walking down a sidewalk, take a few moments to notice details, colors, people, small objects, and changes in the environment. Periodically practicing this exercise may prompt you to use situational awareness when it will be most beneficial.

# Alcohol Awareness Month Spring Break

**T**his year, over 100 college students on spring break were arrested in Daytona Beach, Florida, in the first two weeks of March. Alcohol abuse figured prominently. One drunken student died after falling from the top of a parking garage in Panama City, Florida. Over 1,800 college students ages 18 to 24 die each year from alcohol-related injuries. Many young people are unaware of the symptoms of alcohol poisoning that can lead to death. What many college partiers don’t know is that alcohol poisoning is a medical emergency worthy of a 911 call. Death can follow a stupor, coma, slow and irregular breathing, or the inability to arouse the drinker. Never put a person to bed to sleep off these conditions, because death may occur from asphyxiation following vomiting or the complete failure of nervous system due to alcohol toxicity.